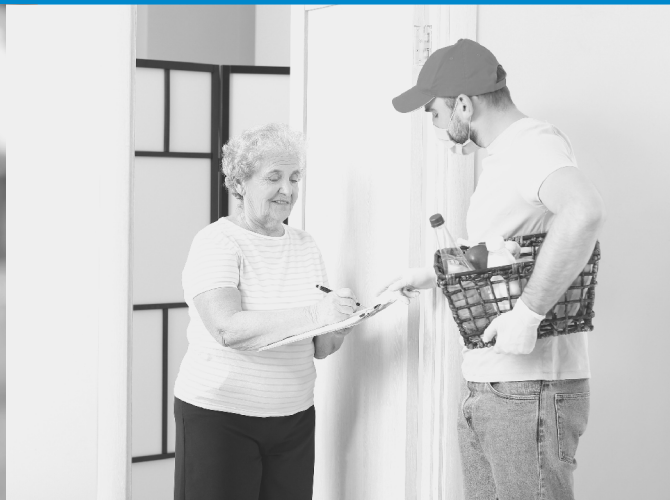




Aging & Disability Resource Center
of Waukesha County



ANNUAL REPORT | 2020



ADRC ADVISORY BOARD

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Lisa Roberts, Interim Deputy Director

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Lisa Bittman, Coordinator
Sally DuPont, Supervisor
Mikie Blask, Supervisor
Mike Glasgow, Supervisor
Laurie Kohler, Supervisor
Shirley Peterson, Supervisor
Jan Nguyen, Supervisor

OUR MISSION

To provide older adults and people with physical or developmental/intellectual disabilities the resources needed to live with dignity and security and to achieve maximum independence and quality of life. The goal of the Aging and Disability Resource Center is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

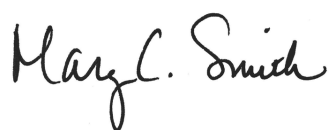
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I am pleased to present the 2020 Annual Report for the Aging and Disability Resource Center of Waukesha County. The success of the ADRC, a division in the Department of Health and Human Services, is attributed to our dedicated staff, volunteers, Advisory Board, county and community partners who collaborate on various initiatives. The ADRC of Waukesha County continues to provide services and programs to our citizens to enable them to live a quality life in our community.

2020 brought many revisions and interruptions to services provided through the ADRC. As the “stay at home” order took effect in March, the ADRC quickly pivoted to a remote environment for most of the ADRC staff. A remote call center was established, and consumers continued to receive resources and services through the ADRC. Staff adjusted to working remote and conducting telephonic or virtual visits to consumers. The Adult Protective Services staff continued to conduct home visits to those individuals at risk of abuse or neglect. Although the pandemic did affect the numbers of services provided in many of our programs, customers continued to receive quality services. This annual report will highlight the services provided and the types of services that were reduced or revised during 2020.

We continue to strive for excellent customer service and quality services for the people we serve. Please contact the ADRC for assistance related to aging or adults with disabilities.

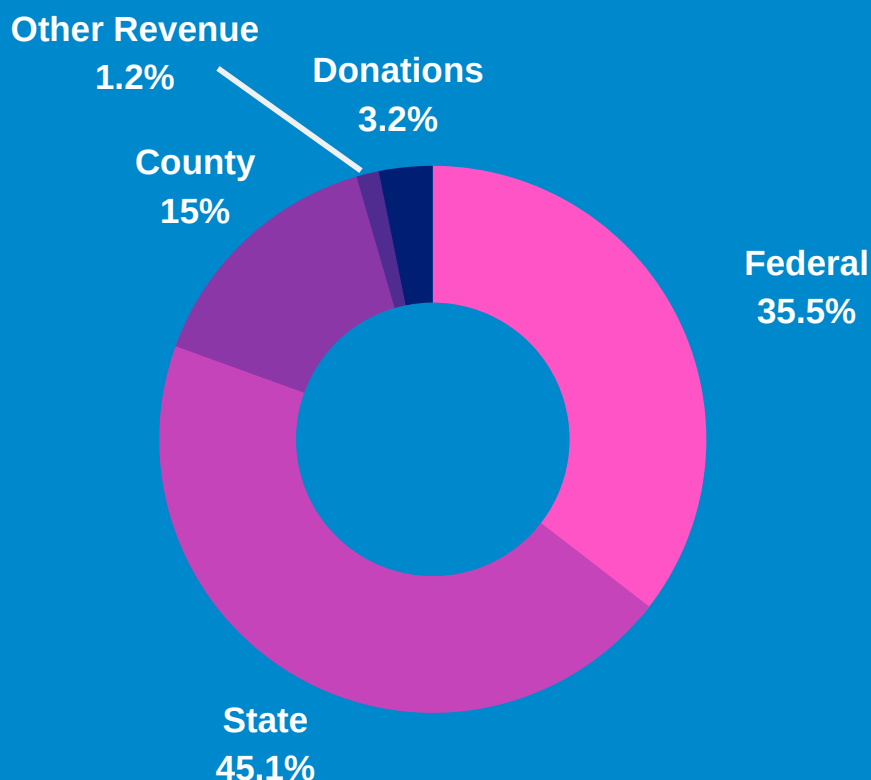


MARY C. SMITH

*Aging & Disability Resource Center of
Waukesha County, Manager*

AN OVERVIEW 2020 REVENUE & EXPENSES

REVENUE - BY SOURCE

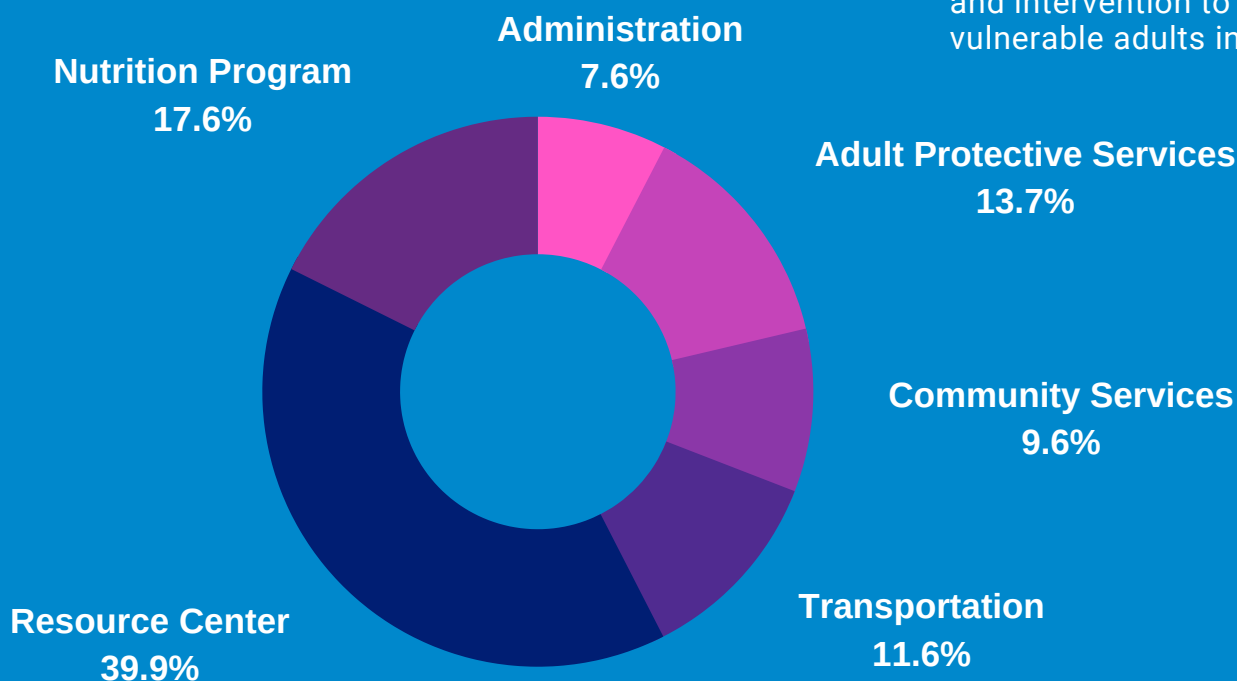


The ADRC of Waukesha County received over 8.2 million dollars of revenue in 2020 from various sources. The ADRC receives a number of grants through the federal and state government. Community services revenue is mostly funded through the Older Americans Act, while transportation and the Resource Center are largely funded by various state programs. Our consumers benefit from the county tax levy support provided to our division.

During 2020, approximately \$900,000 of additional funding was provided to the ADRC through federal COVID relief funds. \$260,000 of our revenue is generated by donations from recipients of our services funded by the Older Americans Act. This donation revenue is decreased due to the closure of senior dining centers during 2020.

The Resource Center unit accounts for the highest percentage of expenditures, followed by the Nutrition program, which includes both senior dining and home delivered meals. The Adult Protective Services unit receives the most county tax levy as it provides services and intervention to protect the most vulnerable adults in our community.

EXPENSES - BY PROGRAM





RESOURCE CENTER

The Resource Center staff provide many of the core services of the ADRC. Our staff provide information and assistance, options counseling, publicly-funded long-term care program eligibility screenings, and referrals to other agencies both inside and outside of the Department of Health and Human Services.

Due to the pandemic, a remote call center was developed, as resource center staff were working from home. Staff also pivoted from in-person home visits to phone calls and virtual visits. While this wasn't ideal, our staff worked diligently to provide the same level of service and meet the needs of our consumers.

Some of our dedicated ADRC staff and volunteers



RESOURCE CENTER CONTACTS INCLUDED:

15,027

**Contacts made to provide
Information & Assistance**

1,257

**Contacts to provide
assistance with the Medicaid
Application process**

1,112

**Calls about
dementia services**

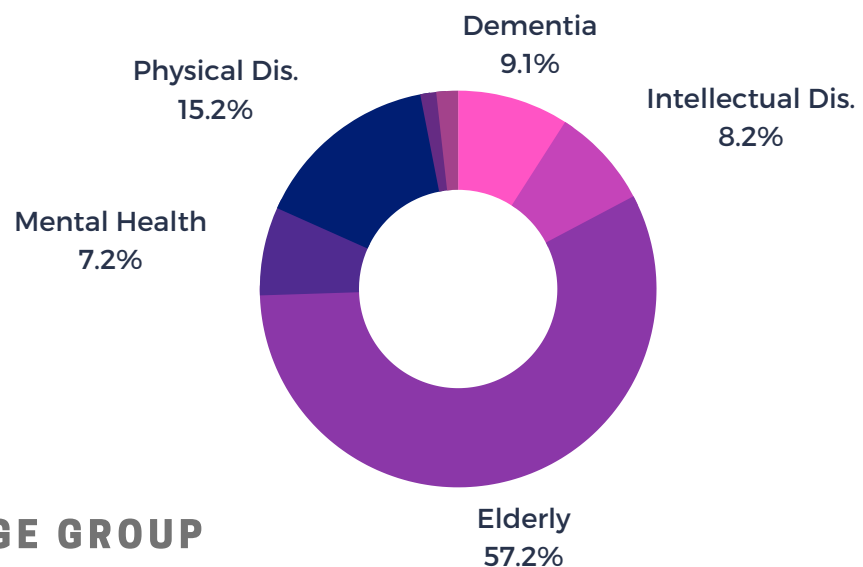
649

**Long-Term Care
Functional Screens**

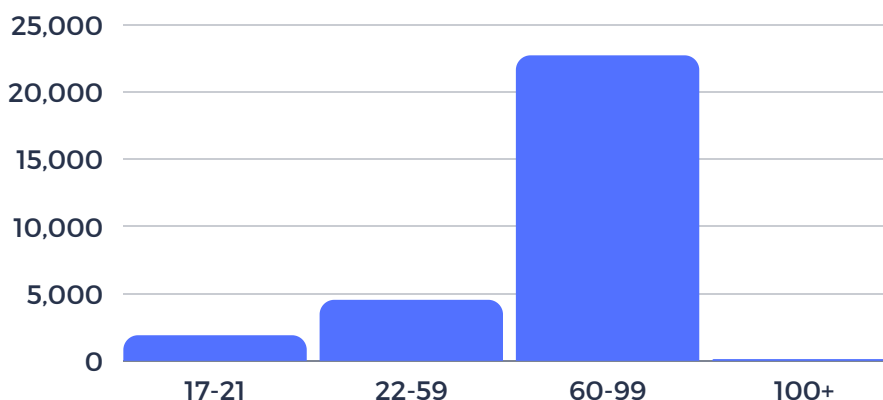
TYPES OF CONTACTS MADE

The Resource Center has 28 ADRC Specialists who rotate their duties between assisting consumers through the call center and conducting in-person visits. In 2020, these staff provided more than 29,000 contacts with community members, which amounts to almost 2,400 contacts per month, or over 110 contacts per work day.

TARGET GROUP DISTRIBUTION OF CONTACTS



NUMBER OF CALLS BY AGE GROUP



ADULT PROTECTIVE SERVICES (APS)

APS investigates and intervenes in reports of abuse, neglect, and financial exploitation of adults at risk and elder adults at risk in the community. APS staff works to ensure safety, promote self-determination, and intervene on behalf of clients that cannot protect themselves.

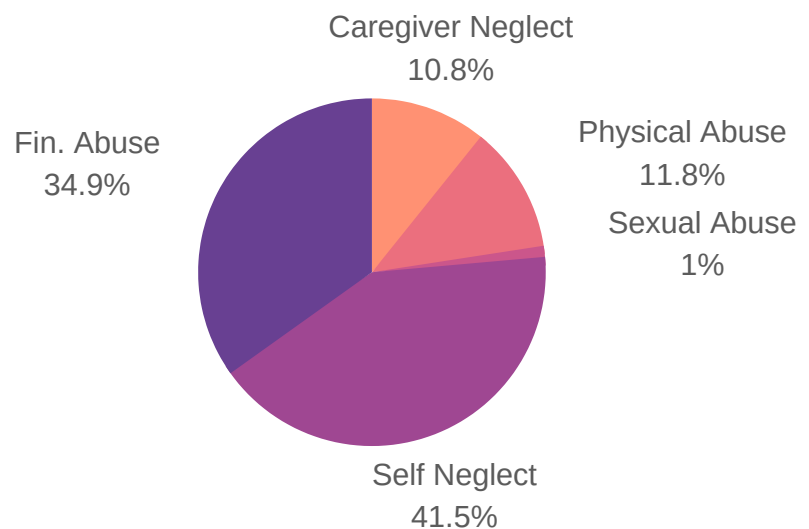
APS also provides court services to provide protection and services in the least restrictive setting. Examples include: petition for guardianship and protective placement, and providing comprehensive assessments for new and annual reviews of protective placements of wards placed outside their homes for 24/7 care.

In response to the COVID-19 pandemic, the APS unit made some significant changes to the way they receive referrals from the public. APS staff now take direct referrals, which has resulted in efficient and enhanced screening and documentation regarding APS referrals, and additional outreach on APS issues.

IN 2020 APS STAFF:

- 340 new cases, including:
 - 223 Adult at Risk/Elder Adult at Risk investigations of abuse/neglect/financial exploitation.
 - 117 Court Services Cases
- 276 Annual Court Reviews of Protective Placement
- Documented estimated losses to consumers of more than \$1 million because of financial abuse.

TYPES OF INVESTIGATIONS



APS worked diligently to build relationships with law enforcement, financial institutions, court personnel, and community partners to build capacity in providing an improved response to the growing number of elder financial exploitation concerns. Waukesha County District Attorney's Office has the most elder financial abuse cases being prosecuted Statewide. In June 2020, the Financial Abuse Specialist Team (FAST) collaborated on a digital campaign to educate the public on types of financial abuse and ways to protect private information. The campaign had more than 4,600 views online.

BENEFIT SPECIALISTS

796

CLIENTS SERVED BY ELDER BENEFIT SPECIALISTS

Two Elder Benefit Specialists helped Waukesha County residents access \$3,886,000 in publicly-funded benefits.

247

CLIENTS SERVED BY DISABILITY BENEFIT SPECIALISTS

Two Disability Benefit Specialists helped Waukesha County residents access \$1,308,000 in publicly-funded benefits.

In early 2020, Kate was diagnosed with stage 4 cancer, which unfortunately led to her leaving her job and losing her health insurance. Thankfully, a friend recommended Kate reach out to the ADRC for assistance and our Benefit Specialists were able to assist her in accessing BadgerCare+ health insurance and FoodShare benefits within just a few days.

Because of Kate's diagnosis, she was also likely eligible for Social Security Disability (SSDI). She worked with ADRC staff to complete the application, and our Benefit Specialists called the local Social Security Administration office to make sure her application was expedited due to her diagnosis. Not only was Kate deemed eligible for monthly SSDI payments, she also qualified for some back payments that went a long way to help her with daily expenses.

KATE'S STORY



TRANSPORTATION

The ADRC administers subsidized transportation services for older adults 60 years of age and older, and individuals with disabilities who are under the age of 60. The shared-fare taxi is available for residents who can enter or exit a car with little or no assistance. The accessible RideLine program is available for riders who need more assistance.

In 2020, due to restrictions in place because of the pandemic, the ADRC saw a decrease in ridership. Many providers experienced a loss in business and had to reduce levels of service. However, as grant dollars were available, the ADRC was able to increase subsidy to passengers during the months of November and December to allow ADRC clients to pay less for their rides. In addition, one of our taxi providers, Seniors on the Go, stepped up to offer safe rides for individuals who were COVID-19 positive, meeting a huge need in our community.

45k

Total one-way rides

48%

Percent of rides
used for
medical needs

27k

Taxi Rides

540,417

Total miles driven during ADRC rides

11k

Rideline Rides

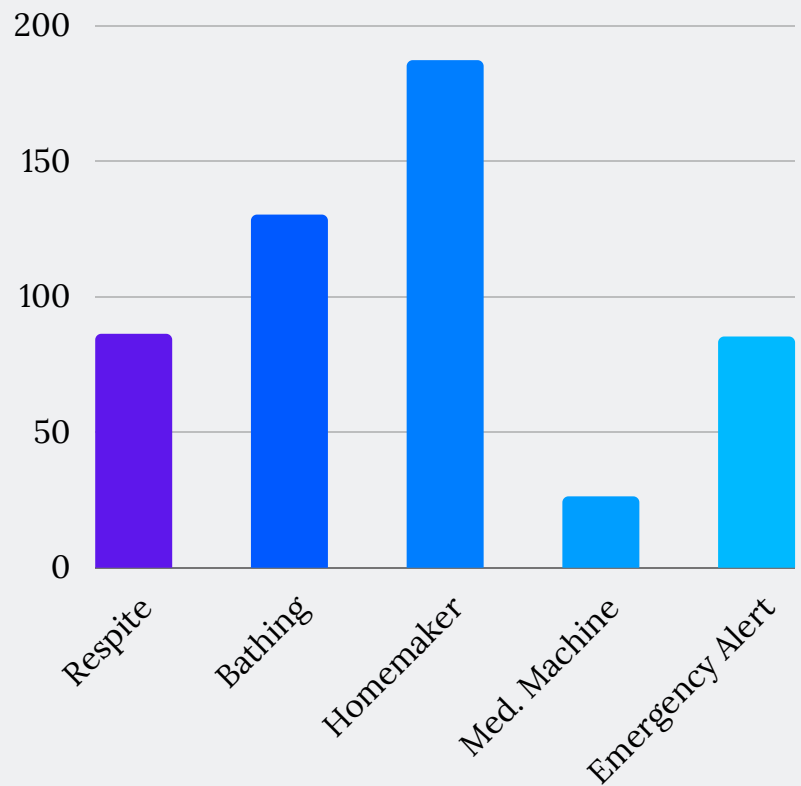
Aging Services

The Aging and Disability Resource Center of Waukesha County (ADRC) offers a variety of programs to meet the needs of older adults. They are available directly from the ADRC or in cooperation with other agencies.

As the population ages, the ADRC is seeing an increase in the number of seniors who need these support services. The Aging Services unit assisted 497 consumers in 2020, and **77% of consumers were new to the program.**

Because of the COVID-19 pandemic, caregivers in our community were in need of increased support. The ADRC started a monthly Caregiver Newsletter, and a Relatives as Parents Program (RAPP) Newsletter. Our staff provided recognition packages for caregiver three times throughout the year. Contracted providers were also challenged to provide in-home supports during this time, due to staff shortages.

NUMBER OF PEOPLE PROVIDED WITH EACH SERVICE IN 2020



Caregiver Recognition Packs

This year, due to the pandemic, the ADRC, in partnership with Bridges Library System and Dementia Friendly Waukesha County, recognized Waukesha County caregivers through a contactless drive-thru event. Caregivers picked up their gift bags at various locations throughout Waukesha County which included items that would remind them that they are greatly appreciated and they deserve to take a minute for themselves.

More than 120 gift bags were distributed to family caregivers; County Executive Paul Farrow joined in to honor these amazing caregivers.



PAT'S STORY

Sometimes it truly takes a village, both inside and outside of the ADRC, to take care of a senior in our community. In Pat's case, she had lived in the same apartment complex for more than 15 years and her neighbors also kept an eye out for her. They noticed she was having some memory issues, and they decided to contact the ADRC to get Pat some additional support.

"It was truly a testament to her community that Pat was able to live on her own in her apartment as long as she did," commented an ADRC staff member. "Her neighbors really care for her, and it was a tough decision for them to reach out to us and get Pat more help."

While her neighbors had noticed some cognitive changes in Pat, she hadn't been to see a doctor in years so her dementia had gone undiagnosed. With the help of ADRC staff, Pat was able to set up home delivered meals and transportation services right away. Our Adult Protective Services staff made regular home visits to Pat, even helping her clean out her refrigerator and accompanying her to medical appointments.

Because Pat had no family in the area, she was appointed a corporate guardian who worked with Pat and the ADRC to complete the necessary paperwork to enroll her in to a Medicaid Long-Term Care Program. There were some bumps in the road, but with the help of Economic Support, Pat was able to enroll in Family Care and she moved to an Adult Family Home where they have staff available 24 hours a day to make sure Pat is safe and healthy.

**"There truly
was a village
caring for Pat"**



SENIOR DINING & HOME DELIVERED MEALS

The ADRC operates 10 senior dining centers throughout the county and also provides home delivered meals to those 60 years of age or older, who are homebound or unable to prepare nutritious meals for themselves. There is no cost to participate in either program, but confidential donations are accepted. No eligible client is denied a meal because of inability to contribute financially.

Meal service at all senior dining centers was suspended in March 2020 due to the COVID-19 pandemic. All existing registered participants were offered the ability to receive home delivery. Home delivered meals transitioned to one day per week delivery of frozen and shelf stable meals. Because seniors were the most at risk of serious complications if they contracted COVID-19, the state waived eligibility requirements. All residents 60 and older were automatically deemed eligible to receive home delivered meals.

MEALS SERVED:



TELEPHONIC FRIENDLY VISITOR PROGRAM

Social interaction is essential for our well-being. The COVID-19 pandemic certainly has brought that to light over this past year. Experts say the coronavirus disruption has led to what can be described as a "mental health pandemic." The health benefits of human social interaction include delayed memory loss, improved mood, appetite stimulation and decreased mortality. When the "Stay at Home" order went into effect, the ADRC developed a new volunteer-based friendly visitor program for those enrolled in our Home Delivered Meal Program.

Volunteers made weekly phone calls to ADRC consumers to help stay connected and combat social isolation. The goal of the telephonic friendly visitor program is to engage in friendly and casual conversation and to ask questions regarding general well-being. This allows the senior to stay connected and provides the ADRC an avenue to provide a well-check.

One volunteer described the program as an "emotional anchor" for both the consumer and the volunteer. The program "not only provides companionship, but it builds a culture of togetherness."

In addition to the volunteers providing this service to home delivered meal participants, two additional programs to address social isolation were implemented. The ADRC contracted with Eras Senior Network for their friendly visit calls, and the ADRC hired a Client Outreach Specialist to make calls to isolated individuals. In total, 762 individuals participated in one of our telephonic outreach programs.

MARKETING & OUTREACH

NEWSLETTERS

16,475

RESOURCE GUIDES

10,000

In 2020, the ADRC focused on building advertising and outreach opportunities in an effort to increase awareness of our services and available resources, particularly for individuals who were struggling with isolation during the pandemic.

Marketing & Outreach activities included:

- Producing a monthly newsletter,
- Printing an annual Resource Guide,
- Advertising campaigns including print, radio, tv, and social media ads,
- Partnerships with community organizations serving the same population,
- And more!

VOLUNTEERS

Volunteers provide thousands of hours of services to the ADRC every year and the impact is immeasurable. Without volunteers, the ADRC would have to reduce programming and limit the services provided to the residents of Waukesha County. In 2020, although many volunteer opportunities were suspended, the volunteers were vital in our efforts to deliver meals to seniors and check in on those who were feeling isolated from the community.

Volunteer opportunities included:

- Home Delivered Meal Drivers
- Senior Dining Assistants
- Office Assistants
- Greeters
- Volunteer Guardians
- Advisory Board Members
- And More!

VOLUNTEERS:

425

TOTAL HOURS

10,943

VALUATION OF VOLUNTEER HOURS

\$278,281

DEMENTIA CARE

In 2020, the Dementia Care Specialist was able to:

- Provide support for five area Dementia Friendly Communities in Oconomowoc, Pewaukee, Elmbrook, Muskego, and Menomonee Falls.
- Provide in-person and virtual Memory Cafes, an important event for people with dementia and their caregivers to connect with others in the community and enjoy fun activities.
- Hold trainings for local businesses as well as specialized educational events for bank staff, first responders and correctional officers.
- Support the Caregiver Appreciation event where gift bags were handed out to local caregivers at area libraries.

Addressing the needs of people with dementia and their caregivers during the pandemic:

As we know, older adults were more likely to feel isolated and lonely during the pandemic. People with dementia and their caregivers had their schedules and services disrupted causing a need for more one-on-one support and case management. This is evidenced by calls for dementia services becoming the fifth most frequent type of contact made to the ADRC. The Dementia Care Specialist was able to pivot to a more individualized approach and she worked with families to understand their needs and what services and resources were available to support them.

HEALTHY AGING

The ADRC works in partnership with other county departments and external organizations to offer programs and information to help older people in our community prevent common health problems, manage chronic conditions, and maintain good health.

In 2020:

- 115 community members attended one of many Health & Wellness classes, virtual and in-person prior to the COVID-19 pandemic.
- 75 Aging Mastery Kits distributed, inspiring consumers to embrace the gift of longevity and take steps toward positive aging.



HUMAN SERVICES CENTER

514 RIVERVIEW AVENUE

WAUKESHA, WI 53188

LOCAL: (262) 548-7848

1-866-677-2372

WWW.WAUKESHACOUNTY.GOV/ADRC

Created by: Nicole Kelly
Marketing & Outreach Coordinator